Table 9

Result of Complaints Concluded by Rendering Assistance / Clarification

Organisation	No. of complaints	Remedial action taken / suggested	No evidence of maladministration	Inconclusive	Ombudsman's suggestions on systemic improvement
Agriculture, Fisheries and Conservation Department	14	4 (29%)	10 (71%)		3
Airport Authority	1		1 (100%)		
Architectural Services Department	2	1 (50%)	1 (50%)		2
Buildings Department	83	12 (15%)	70 (84%)	1 (1%)	14
Civil Aviation Department	1		1 (100%)		
Civil Engineering Department	3		3 (100%)		
Companies Registry	4		3 (75%)	1 (25%)	
Correctional Services Department	75		59 (79%)	16 (21%)	
Customs and Excise Department	4	1 (25%)	3 (75%)		1
Department of Health	18	2 (11%)	15 (83%)	1 (6%)	3
Department of Justice	3	1 (33%)	2 (67%)		
Drainage Services Department	14	2 (14%)	12 (86%)		6
Electrical and Mechanical Services Department	6	1 (17%)	5 (83%)		2
Employees Retraining Board	3		3 (100%)		
Environmental Protection Department	22	1 (5%)	21 (95%)		5
Equal Opportunities Commission	4	1 (25%)	2 (50%)	1 (25%)	3
Fire Services Department	8	1 (12.5%)	7 (87.5%)		
Food and Environmental Hygiene Department	203	16 (8%)	184 (91%)	3 (1%)	29
General Office of the Chief Executive's Office	8	5 (63%)	2 (25%)	1 (12%)	7
Government Laboratory	1		1 (100%)		
Government Logistics Department	1		1 (100%)		
Government Property Agency	6		6 (100%)		
Government Secretariat					
- Chief Secretary for Administration's Office	17	6 (35%)	11 (65%)		4
- Civil Service Bureau	3		3 (100%)		
- Commerce, Industry and Technology Bureau	5		5 (100%)		1
- Economic Development and Labour Bureau	2		2 (100%)		
- Education and Manpower Bureau	43	2 (5%)	41 (95%)		
- Environment, Transport and Works Bureau	5	2 (40%)	3 (60%)		2
- Financial Services and the Treasury Bureau	3		3 (100%)		
- Health, Welfare and Food Bureau	2		1 (50%)	1 (50%)	
- Home Affairs Bureau	6	1 (17%)	5 (83%)		1
- Housing, Planning and Lands Bureau	2		2 (100%)		
- Security Bureau	1		1 (100%)		
Highways Department	21	8 (38%)	13 (62%)		3
Home Affairs Department	161	9 (6%)	150 (93%)	2 (1%)	13
Hong Kong Arts Development Council	1	1 (100%)			
Hong Kong Examinations and Assessment Authority	3		3 (100%)		
Hong Kong Housing Authority	12	3 (25%)	9 (75%)		2
Hong Kong Housing Society	12		12 (100%)		
Hong Kong Monetary Authority	12	1 (8%)	11 (92%)		1

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Organisation	No. of complaints	Remedial action taken / suggested	No evidence of maladministration	Inconclusive	Ombudsman's suggestions on systemic improvement
Hong Kong Police Force	3	1 (33%)	2 (67%)		
Hong Kong Sports Development Board	2		2 (100%)		
Hospital Authority	46	6 (13%)	33 (72%)	7 (15%)	7
Housing Department	166	45 (27%)	115 (69%)	6 (4%)	14
Immigration Department	39	3 (8%)	32 (82%)	4 (10%)	1
Independent Commission Against Corruption	1		1 (100%)		
Information Services Department	1	1 (100%)			
Inland Revenue Department	34	10 (29%)	24 (71%)		3
Judiciary Administrator	28	1 (4%)	23 (82%)	4 (14%)	1
Kowloon-Canton Railway Corporation	4		4 (100%)		
Labour Department	26	3 (12%)	23 (88%)		6
Land Registry	3		3 (100%)		
Lands Department	105	17 (16%)	85 (81%)	3 (3%)	31
Legal Aid Department	29	4 (14%)	25 (86%)		6
Legislative Council Secretariat	1		1 (100%)		
Leisure and Cultural Services Department	44	12 (27%)	32 (73%)		20
Mandatory Provident Fund Schemes Authority	7		7 (100%)		
Office of the Telecommunications Authority	5		4 (80%)	1 (20%)	
Official Receiver's Office	16	1 (6%)	14 (88%)	1 (6%)	2
Other Statutory Bodies	1		1 (100%)		
Planning Department	5		5 (100%)		
Post Office	20	8 (40%)	11 (55%)	1 (5%)	9
Privacy Commissioner for Personal Data	6	1 (17%)	5 (83%)		1
Private Organisations / Individual / Companies	1		1 (100%)		
Radio Television Hong Kong	2	1 (50%)	1 (50%)		
Rating and Valuation Department	21	4 (19%)	17 (81%)		2
Registration and Electoral Office	6		4 (67%)	2 (33%)	
Securities and Futures Commission	7		7 (100%)		
Social Welfare Department	69	4 (6%)	62 (90%)	3 (4%)	
Student Financial Assistance Agency	10	3 (30%)	7 (70%)		4
Television and Entertainment Licensing Authority	3		3 (100%)		
Territory Development Department	6	1 (17%)	5 (83%)		1
Trade and Industry Department	4		4 (100%)		
Transport Department	53	6 (11%)	47 (89%)		3
Treasury	4		4 (100%)		
Urban Renewal Authority	8		8 (100%)		
Vocational Training Council	2		2 (100%)		
Water Supplies Department	48	6 (12%)	42 (88%)		10
Total	**1,631**	**219**	**1,353**	**59**	**223**

Note 1: Organisations under Schedule 1 to The Ombudsman Ordinance with no complaints concluded by Rendering Assistance / Clarification are not shown.